

TRICARE Prime Patients

As a result of your Emergency Center visit, you may need to be admitted to the hospital for surgery or additional medical care. Normally, this is a routine process, but there may be some instances when Darnall does not have the services you need. In these rare instances, we may transfer you to another military or TRICARE network hospital to receive care. Emergency Center physicians coordinate your transfer to another healthcare facility.

If you are not admitted but do require additional care, our staff may assist you in getting an appointment, but it is your responsibility to seek follow-up care. Whether you are enrolled in one of Darnall's health clinics or with a civilian network provider, you should schedule follow-up care with that provider.

Retirees

Military retirees age 65 and older are usually eligible for Medicare. Once you become eligible for Medicare, you are no longer eligible to enroll in TRICARE Prime. However, TRICARE For Life is available for retirees who have Medicare Part A & B. Under TRICARE For Life, TRICARE becomes the second payer after Medicare. TRICARE pays for medical care that is a benefit under both Medicare and TRICARE.

Retirees over age 65 may continue to be seen in the Emergency Center for emergencies and urgent care. If your illness or injury warrants it, we may admit you in order to stabilize your condition. We may have to transfer you to another medical facility if you need more definitive care. Let us know if you prefer a particular hospital or private health insurance requires you to go to a specific facility. We will attempt to accommodate your request. In any event, you should seek follow-up care with your current provider.

Dependent Parents & Parents-in-Law of Active Duty Soldiers & Military Retirees

We recommend that you provide civilian health insurance for dependent parents. By law, dependent parents and parents-in-law (ID card holders) of active duty soldiers and military retirees have some health care benefits.

TRICARE allows these beneficiaries access to Emergency Centers for emergencies and urgent cases. However, because there is no space-available care at Darnall, follow-up or routine appointments are not available. If dependent parents are admitted to Darnall and stabilized, they may be transferred to a civilian provider for further care. It is your responsibility as the sponsor to provide them with a civilian care provider.

Space Availability

Darnall Army Community Hospital currently does not have space available for non-Prime patients.

Routine Care

The emergency room personnel may actually tell you that your symptoms do not warrant an emergency room visit. They may assist you in making a routine appointment with your primary care provider. For continuity of health care, it is best to establish a relationship with your primary care provider and visit that provider when problems arise.

Important Phone Numbers

- Ambulance.....911
- Appointment Service (all clinics).....288-8888 or.....1-800-305-6421 Monday-Sunday 7 a.m. - 11p.m.
- Cancel Appointments.....288-7777
- Information Desk.....288-8000
- Bennett Health Clinic.....618-8039
- Family Care Clinic-Darnall.....288-8280
- Family Care Clinic Cove.....542-3080
- Health Benefits Advisors.....288-8155
- Monroe Health Clinic.....618-8767
- Moore Health Clinic.....287-5939
- Pharmacy at Darnall.....288-8100
- Pharmacy Refills.....288-8911/8912
- Pharmacy-Clear Creek PX.....618-7027
- Pharmacy Mail Order.....1-800-903-4680
- Public Affairs Officer.....288-8005
- TRICARE Customer Service.....1-800-444-5445

www.hood-meddac.army.mil

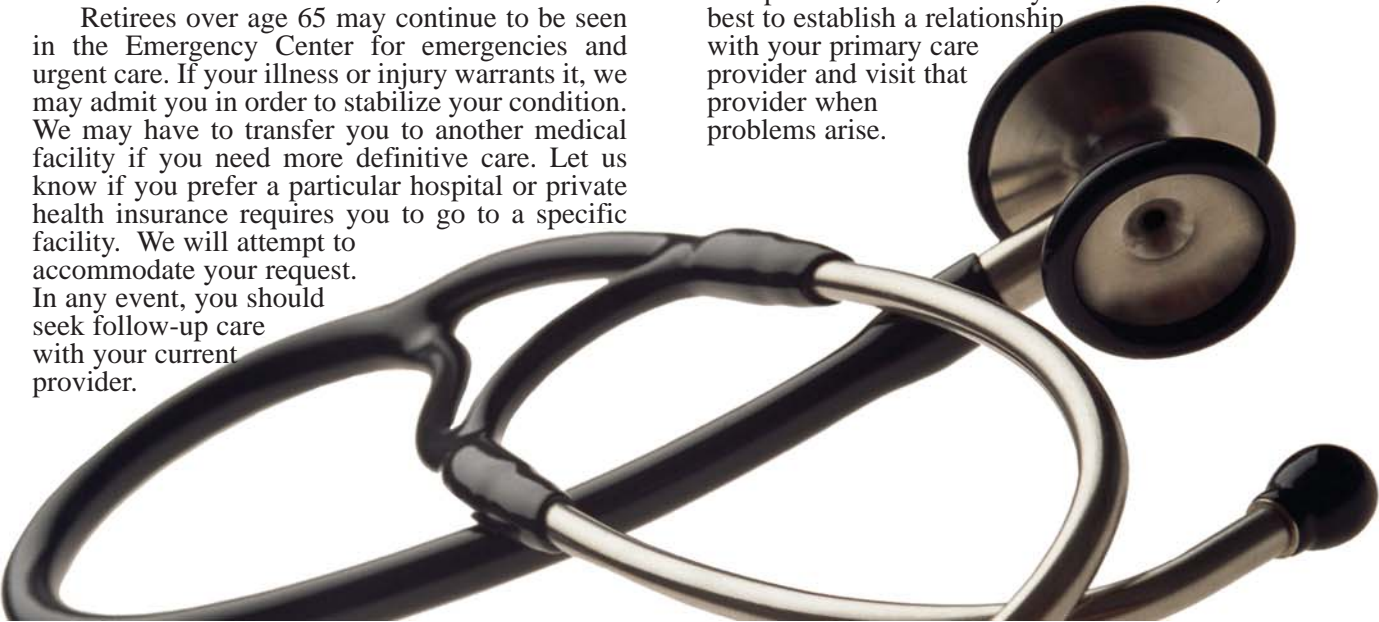
Emergency Center



Darnall Army Community Hospital Fort Hood, Texas



Public Affairs Office
Darnall Army Community Hospital
Fort Hood, Texas 76544-4752
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Welcome to The Emergency Center

Welcome to the busiest Emergency Center in the Armed Forces. You will receive the finest care possible from our staff.

Historically, from national test scores and evaluations, the Army has three of the top Emergency Medicine Residency Programs in the nation. Darnall is of one of these programs. Our program has been nationally accredited and approved to train emergency physicians since its establishment in 1980.

Emergency Physicians in the Emergency Center have completed training in the specialty of Emergency Medicine and many are board certified. They supervise the other doctors who are training in the Emergency Medicine Residency Program.

In addition to our regular staff, there are doctors, medical students, physician assistants, nurses, medics and others from various institutions that come to train in our Emergency Center.



Health Care Information

The best source for information about your health is your primary care provider. However, when he or she is not available, there are numerous other sources for health care information. Darnall's Population Health Clinic on the third floor of the hospital is an excellent resource center. All of Darnall's clinics have a variety of educational materials and brochures. The TRICARE Service Center in building 36023 across from Darnall's main entrance has a large supply of educational and informational brochures.

If you prefer to use the telephone for information, call the Humana Audio Health Library - **1-877-217-7946** or the TRICARE Information Service - **1-800-DOD-CARE**.

The Internet has the most comprehensive information about health care. Below are reliable online resources:

Online:

www.medlineplus.gov

www.mytricare.com

www.humana-military.com

www.TRICAREOnline.com

www.healthatoz.com

www.healthfinder.gov

www.healthweb.org

www.webmd.com

When You Come to the EC

Please provide the Emergency Center clerks with the information needed to create or update your medical treatment record.

If you have health insurance, you must, by federal law and Army regulations, provide that information to the in-processing clerk. Darnall is required to bill your health insurance company for your care. You will receive an Explanation of the Benefits (EOB) from your insurance company saying that they paid Darnall for your visit. You do not have to make any additional payments to Darnall or your insurance company for your care.

Help us help you

To complete the registration process, please provide the following information:

- Identification Card to show eligibility for care.
- Medical record and white medical stamp card or your TRICARE Prime Card.
- List of medications you are currently taking (or bring them with you).
- Identify any drug allergies.

Emergency & Urgent Care

The Emergency Center provides care for patients with true emergencies and those with "urgent" medical needs.

- **Emergency** care includes loss of life, limb, or eyesight.
- **Urgent** care includes events that, if not taken care of within a short period, may lead to loss of life, limb, or eyesight.

The Emergency Center treats other categories of patients as space permits. Civilian emergencies are also treated in the Emergency Center when brought by ambulances.

Triage

All patients coming to the Emergency Center must be screened and triaged. Triage classifies patients according to the severity or the potential for the condition to deteriorate. Triage makes sure that the most critically or potentially critically ill patients are treated first.

You may experience long waiting times when classified in categories 4 or 5.

Please remember, critical or seriously ill patients are always treated first, regardless of the time or manner of arrival.

Five triage categories

1. Patients who need immediate care to prevent loss of life, limb, or eyesight.
2. Patients who require care to prevent life-threatening deterioration.
3. Patients with conditions that require timely treatment but the condition is not life-threatening or likely to worsen.
4. Patients who are non-urgent but require treatment when available (not a risk of significant deterioration if there is delay in care). Patient may go to a clinic if appropriate.
5. Patients who should be treated in primary care facilities (Troop Medical Clinics, Pediatric Clinic, Family Care Clinic, or civilian primary care provider under TRICARE Prime). These patients may be seen in the Emergency Center after all other categories have been seen.

Lab Tests and X-rays

The Emergency Center staff may order lab tests or x-rays to help diagnose your condition. Although the Lab and Radiology are staffed 24-hours-a-day, it takes time to process and read the results.

Darnall Army Community Hospital